

If you are interested in a 4-6 month non-permanent OA2 position with the Interagency Committee for Outdoor Recreation (IAC) e-mail your letter of interest, resume and state application to Margaret Piephoff at MargaretP@iac.wa.gov by noon on April 27, 2006. If you have questions, you can e-mail or call Margaret at (360) 902-3082. For more information about the Interagency Committee for Outdoor Recreation, you may visit our website at: <http://www.iac.wa.gov/>

Office Assistant 2 Position Description:

Duties: This position provides primary reception coverage for the agency. Duties include:

- Answer multiple phone lines, respond to calls of a non-technical nature, direct calls to the appropriate staff member, or take messages.
- Receives and refers visitors and guests.
- Process incoming and outgoing mail, ensuring the most cost-efficient method of mailing and compliance with postal standards; attend postal standards meetings to keep current on rules and regulations.
- Monitor e-mail coming into the agency's general e-mail boxes - process as needed.
- Monitor agency's general voice mailbox - process as needed.
- Send and receive faxes.
- Mail IAC/SRFB publications as requested by staff and constituents.
- Keep agency vehicle check-out log and assign agency vehicles, if needed.
- Work closely with other Natural Resource Building tenants to coordinate use of building meeting rooms.
- Prepare and update weekly staff schedule.
- Provides back-up clerical support for the agency, as needed. Clerical support includes typing, proofing, and/or finalizing letters, memorandums, and documents, copying services, printing requests, assisting with publications and preparing and assembling large mailings, making travel and meeting room arrangements for staff.
- Assist in preparation of large agency or project division mailings.
- Work as part of the team processing grant applications and letters of intent.
- Process new applications and prepare files.
- Assist on-line sponsors with use of PRISM program.
- Process and record incoming cash and checks.
- Receive office supplies and equipment and keep supply room orderly.

Qualifications: The agency has adopted the following five items as "core competencies" that all staff, regardless of their classification, must demonstrate:

- **Teamwork** - Actively partner with co-workers to provide them with assistance, information, techniques, instruction, feedback, and encouragement to maximize their successes on the job. Emphasize team approach to providing excellent customer service.

- **Communication** - Actively seek information about agency policy decisions and programs by reviewing board meeting notebooks and the agency intranet and by attending all staff meetings.
- **Customer Service** - Build and maintain internal and external customer satisfaction with the products and services offered by the organization. Consistently go beyond basic service expectations to help customers implement complete solutions.
- **Integrity** - Earn the trust, respect, and confidence of co-workers and customers through consistent honesty, forthrightness, and professionalism in all interactions.
- **Self-Management** - Identify what needs to be done and proactively takes appropriate action. Recognize situations that warrant assertive action and move forward without hesitation. Get the job done. Be accountable for work and consistently achieve excellent, timely results with little need for oversight.

In addition to the above agency core competencies, all support staff team members must demonstrate competency in these four areas:

- **Multi-task** - Prioritize and perform multiple tasks in the same timeframe, handle interruptions appropriately, and return to incomplete tasks. Example: answering multiple telephone lines while greeting visitors and updating information on a computer.
- **Maintain records** - Document and/or update information in written or electronic form to maintain accurate and complete records. Examples include: timekeeping, logging requests for information, updating customer accounts, and posting data in spreadsheets or databases.
- **Multiple computer programs** - Access and move between multiple computer programs, such as email, database, word processing programs, and the internet, to search for or enter/update information. Use standard word processing functions to select, edit, copy, paste, format, and spell check text to create basic documents. Create bulleted and numbered lists, indent and align paragraphs, and use bordering and shading features. Perform occupational level keyboarding.
- **Operate office equipment** - Operate office machines and equipment such as phones, photocopiers, fax machines, and printers.

Special Notes:

- For this position, the employee is required to be available at the reception desk Monday through Friday from 8:00 a.m. to 5:00 p.m. with a one hour lunch break and a morning and afternoon 15 minute break.

- This position is part of the WSFSE union. The candidate will be required to join and pay union dues within 30 days of hire.